

What is claimed is:

1. A method for automated resolution of a complaint from a complainer against a party, comprising:
  - detecting lack of agreement between the complainer and the party, and
  - automatically mediating between the complainer and the party to resolve the complaint, the mediating occurring without a human mediator.
2. The method of claim 1, further comprising presenting relevant contextual information to the complainer during preparation of the complaint.
3. The method of claim 1, wherein the relevant contextual information is based on a set of advisory rules.
4. The method of claim 1, further comprising:
  - automatically collecting emotional detail information, and
  - automatically generating emotional state information for the complaint from the emotional detail information.
5. The method of claim 1, further comprising automatically determining what information is needed to detect lack of agreement based on information previously supplied by the party, and automatically collecting the needed information.
6. The method of claim 5, wherein the previously supplied information includes values for parameters relating to the complainer or to a subject of the complaint.
7. The method of claim 1, wherein detecting lack of agreement includes comparing the complaint with rules of the party.
8. The method of claim 1, further comprising automatically generating the party's answer to the complaint.
9. The method of claim 8, wherein generating the party's answer to the complaint occurs when the complaint's desired solution does not match acceptable solutions specified in rules of the party.
10. The method of claim 1, wherein automatically mediating includes collecting response information and preparing a well-formed response based on the collected response information.
11. The method of claim 10, wherein the response information includes emotional detail information and the well-formed response includes emotional state information.

12. The method of claim 1, wherein automatically mediating includes suggesting a response.

13. The method of claim 12, wherein automatically mediating includes collecting response information, and the suggested response is based on the collected response information.

14. The method of claim 1, further comprising automatically monitoring compliance by at least one of the complainer and the party with terms of an agreement resolving the complaint.

15. The method of claim 14, wherein automatically monitoring compliance includes receiving compliance information from at least one of the complainer and the party.

16. The method of claim 14, wherein automatically monitoring compliance includes receiving compliance information from an external source.

17. The method of claim 1, further comprising automatically preparing a summary of processing of the complaint.

18. The method of claim 17, wherein the summary is anonymized.

19. The method of claim 17, wherein the summary has at least two levels of information granularity.

20. A method for automated resolution of a complaint from a complainer against a party, comprising:

automatically collecting emotional detail information,

automatically generating emotional state information for the complaint from the emotional detail information, and

automatically comparing the complaint with rules previously supplied by the party to detect whether there is a match between a solution desired by the complainer and solutions that the party agrees to.

21. A method for automated resolution of a complaint from a complainer against a party, comprising:

automatically collecting the complaint from the complainer, and

when the complaint's desired solution does not match acceptable solutions specified in rules of the party, automatically generating a complaint resolution offer on behalf of the party based on the acceptable solutions specified in the rules of the party.

22. A method for automated resolution of a complaint from a complainer against a party, comprising:

obtaining an agreement resolving the complaint, and  
automatically monitoring compliance by at least one of the complainer and the party with terms of the agreement.

23. The method of claim 22, wherein automatically monitoring compliance includes receiving compliance information from at least one of the complainer and the party.

24. The method of claim 22, wherein automatically monitoring compliance includes receiving compliance information from an external source.

25. A method for managing a complaint, comprising:  
automatically comparing the complaint with merchant rules to obtain a proposed remedy having at least one parameter, and

automatically negotiating the at least one parameter of the proposed remedy to improve consumer satisfaction.

26. The method of claim 25, wherein negotiating includes improving one of the parameters of the remedy in response to an indication from a consumer that consumer satisfaction might be improved by improving the parameter.

27. The method of claim 26, further comprising additionally improving the improved parameter in response to a promise of satisfaction from the consumer.

28. The method of claim 26, further comprising automatically soliciting an explanation from the consumer as to why the consumer deserves parameter improvement beyond a predetermined value.

29. The method of claim 25, wherein negotiation includes automatically soliciting an explanation from the consumer as to why the consumer deserves parameter improvement beyond a predetermined value.

30. The method of claim 25, further comprising automatically submitting an item specified in the complaint to a resale market.

31. The method of claim 25, further comprising automatically entering an item specified in the complaint to a refund competition.

32. The method of claim 31, further comprising automatically receiving a description of circumstances justifying a refund of the price of the item specified in the complaint.

33. The method of claim 32, further comprising automatically anonymizing the description of circumstances.

34. The method of claim 31, further comprising automatically receiving a voting or ranking for a set of descriptions provided by other consumers.

35. The method of claim 34, further comprising automatically selecting the set of descriptions according to an exposure procedure.

36. The method of claim 25, further comprising automatically preparing an anonymized case summary of how the complaint was processed.

37. A method for managing a complaint, comprising:  
automatically comparing the complaint with merchant rules to obtain a proposed remedy having at least one parameter, and  
automatically entering an item specified in the complaint to a refund competition when the proposed remedy is not satisfactory.

38. The method of claim 37, further comprising automatically preparing an anonymized case summary of how the complaint was processed.

39. The method of claim 37, further comprising automatically receiving a description of circumstances justifying a refund of the price of the item specified in the complaint.

40. The method of claim 39, further comprising automatically anonymizing the description of circumstances.

41. The method of claim 37, further comprising automatically receiving a voting or ranking for a set of descriptions provided by other consumers.

42. The method of claim 41, further comprising automatically selecting the set of descriptions according to an exposure procedure.